



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

France Telecom Corporate Solutions L.L.C.
for quarter ending December 31, 2009

| Performance Data | October | November | December | Quarterly Average |
|--|---------|----------|----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 1.70 | 2.60 | 2.60 | 2.30 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 4.30 | 4.30 | 4.20 | 4.27 |
| C. Repair Office Answer Time [730.510(b)(1)] | 0.00 | 0.00 | 0.00 | 0.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 0.00 | 0.00 | 0.00 | 0.00 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.00 | 0.00 | 0.00 | 0.00 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 0.00% | 0.00% | 0.00% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments

FTCS is a non-facilities based reseller with only 3 customers in IL. It does not purchase wholesale services. Its underlying carriers file Service Quality reports for the services provided to our customers.



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**France Telecom Corporate Solutions L.L.C.
for quarter ending December 31, 2009**